Community Services

ELDERLY RESIDENTS IN ONTARIO

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ELDERLY RESIDENTS IN ONTARIO:

THEIR POTENTIAL AND ACTUAL USE OF COMMUNITY SERVICES

Minister for Senior Citizens Affairs
Seniors Secretariat
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Arlene Hoffman, Ph.D.
Research Consultant

SUMMARY

The focus of this paper is on the potential and actual use of community services by the 846 persons interviewed for the USCO survey. Potential use was assessed by asking the respondents to indicate the persons/agencies they would contact for assistance should certain situations arise. The situations varied from requirements for assistance with transportation, depression, bathing, shopping, personal care, money to dealing with the Old Age Security Agency. The actual use was measured by the respondents' receipt of assistance with 22 activities and their use of five specific community services.

In the assessment of potential use, the sources of assistance cited most frequently were the respondents' children (31%) followed by spouses. The third and fourth most frequently reported sources of assistance were community services (10%) and neighbours/friends (10%).

The respondents reported that they would most frequently call upon community services if they required assistance with bathing (28%), if they had trouble wiht their Old Age Security Cheque and needed help dealing with the agency, or if they become seriously ill with the flu for a week and needed someone to help take care of them at home (11%).

In total, 44% (n=370) of the respondents said they would call upon community services for assistance with at least one of the seven activities presented. The respondents who indicated the greatest likelihood of seeking community services were single (68%) or divorced/separated (64%). Married respondents (37%) were the least likely to indicate an interest in contacting community services if faced with any of the circumstances outlined.

Although 44% of the respondents said they would look to community services for assistance, only five percent of the respondents claimed to receive assistance from community services with day to day activities. The respondents in Sault Ste. Marie/Windsor (9%) were more likely than the respondents in any of the remaining areas to report using the services. Respondents in the rural areas were the least frequent users of the services.

The respondents who used community services for assistance with day to day activities were distinguished from those who did not by their age and number of interfering health conditions. As the respondents increased in age, they were more likely to use the services. As well, the respondents who had a greater number of interfering health conditions were more likely to use community services than the respondents reporting fewer interfering conditions. Community services were used most frequently for activities of personal care including bathing (26%), taking medication (11%), and cutting toenails (9%). Community services were least frequently used for activities outside of the home like shopping and banking.

Despite the fact that only five percent of the respondents who received assistance with day to day activities claimed to have had the help of community services, ten percent of the respondents said they received the assistance of Visiting Nurses, Visiting or Red Cross Homemakers, Home Care, Meals on Wheels or Friendly Visiting when asked about these services directly. Users of these services were most likely to reside in the rural areas (8%) and Toronto (17%). Use of these services was greater among the oldest respondents (85+). Divorced/separated and widowed respondents, respondents with a greater number of interfering health conditions and the respondents who lived alone were the most frequent users of the services.

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(Number & Percentage) 36

1. INTRODUCTION

This paper is part of a series on the findings of the United Senior Citizens of Ontario survey [1]. The principal objective of the survey was to systematically examine the living situation of persons 62 years of age and older who reside in the community and outside of institutional settings. In this survey a scientific random sample of 846 persons was interviewed from eight areas across the Province. The areas included five urban centres: Brockville, Penetanguishene, Sault Ste. Marie, Toronto and Windsor, and three rural communities: Athens, Bruce Mines and Cookstown.

The purpose of this paper is to examine the use of community services by the 846 respondents. The paper focuses on the potential as well as the actual use of these services for assistance with day to day activities. The type of activities for which community services are used or desired, the difference in use between urban and rural areas and the characteristics of the respondents who used the services are the topics being considered.

Community services are being defined for purposes of this paper as all health, social, legal and financial services available in a community and organized under public or voluntary auspices. The services may operate with or without paid staff, and may or may not charge the user for the services rendered.

In Ontario, a large number and variety of services are targeted at assisting older persons in the community. Despite the existence of the programs, the willingness of older persons to use the services and the actual use of the services, particularly by those with established need is not well documented.

This study has sought to systematically examine the type of assistance older community residents receive with day to day activities and the providers of the assistance. The type, and providers of assistance have been discussed in the paper entitled Elderly Residents in Ontario: Social Contacts, Providers of Assistance and Assistance Requirements. In this paper attention will be given to the use of community services relative to any occasional or regular assistance received.

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1 Refer to the Appendix for a list of other papers in this series.

2. THE POTENTIAL USE OF COMMUNITY SERVICES

Information was gathered on the potential use of community services by the respondents. To assess potential use, the respondents were asked through a series of seven questions about the persons/agencies they would contact for assistance should certain situations arise. The situations varied from requirements for assistance with transportation, depression, bathing, shopping, personal care, money to dealing with the Old Age Security Agency.

In the seven situations posed, the sources cited most frequently for the provision of assistance were the respondents' children (31%) followed by their spouse (21%). The third and fourth most frequently cited sources of assistance were community services (10%) and neighbours/friends (10%). Of significance is the finding that in one out of ten situations community services would be called upon if help was needed.

The priorities given to community services varied considerably by activity. Tables 1 to 7 show the number of respondents who stated that they would call on community services within selected situations. The respondents indicated that they would most frequently call on community services if they required assistance with bathing (28%, n=235), if they had trouble with their Old Age Security Cheque and needed help dealing with the agency (22%, n=182) or if they became seriously ill with the flu for a week and needed someone to help take care of them at home (11%, n=94). In each of these situations a larger proportion of respondents said they would seek the assistance of spouses or children.

A very small proportion of the respondents (less than five percent) said they would contact community services if they needed transportation to a doctor's office or clinic, if they needed money to cover a large bill, if they were upset, nervous or depressed and needed help, or if it was snowing and they needed assistance to get to a grocery store. In each of these situations a larger proportion of respondents said they would ask for the assistance of their spouse, their neighbours/friends or children.

The frequency with which community services were cited was examined across geographical areas. Tables 8 through 14 reveal major differences across areas in relation to two situations: help in dealing with the Old Age Security agency and help in getting to a doctor's office or clinic. With respect to dealing with the Old Age Security agency, the percentage of respondents who said they would seek the assistance of community services ranged from a low of seven percent (n=19) in Toronto to a high of 22%, (n=58) in Sault Ste. Marie/Windsor.

In relation to getting to a doctor's office or clinic, the respondents in the rural areas (1%, n=2) were least likely to ask for the assistance of community services and the respondents in Toronto (8%, n=20) were the most likely to seek community services.

An examination of the respondents' reactions to the seven situations posed revealed that 44% (n=370) said they would call on community services for assistance with at least one activity. Twenty-eight percent (n=232) said they would seek community services for one activity; twelve percent (n=99) stated they would call upon community services for two activities and five percent (n=39) said they would use community services for assistance with three to seven of the activities.

The persons who stated they would contact community services were compared with those who made no mention of contacting community services. They were compared by age, sex, years of formal education, ethnic background, number of interfering health conditions, marital status, number of children and income. The only significant discriminating factor was marital status. Table 15 illustrates that the respondents most likely to seek the assistance of community services were single (68%, n=41) or divorced/separated (64%, n=21). Married respondents (37%, n=173) were the least likely to say they would call on community services if faced with the situations presented.

3. THE ACTUAL USE OF COMMUNITY SERVICES

The respondents' actual use of community services was measured through two sets of questions. In the first set of questions the respondents were asked to indicate their receipt of assistance with 22 day to day activities over a one year period. If assistance was received, the respondents were asked to specify the assistance providers. The second set of questions was geared to determining whether five specific community services had been used over a twelve month period.

With respect to the first set of questions, the findings revealed that the respondents received three percent of all assistance with day to day assistance from community services. Community services were used by three percent (n=21) of the total number of respondents and five percent (n=21) of those who received assistance.

Significant differences across areas were found with respect to the number of respondents who used community services for help with day to day activities. The following chart shows the use of community services by area.

Use of Community Services by Area

	(N)	%
Cookstown, Athens, Bruce Mines (The Rural Areas)	(1)	1
Penetanguishene/Brockville	(4)	5
Sault Ste. Marie/Windsor	(11)	9
Toronto	(5)	4

As shown, the respondents least likely to use community services resided in the rural areas and those most likely to use community services resided in Sault Ste. Marie/Windsor.

The number of persons who used community services is too small to do a detailed analysis of their characteristics. At best, a profile can be provided. Close to one-quarter (24%, n=5) of the respondents who used these services were aged 85 and over. Thirty-eight percent (n=8) were 62 to 74 and an equal proportion were aged 75 to 84. Sixty-two percent (n=13) of the users were female; 38%, (n=8) were male. The majority (63%, n=12) had attended school for less than nine years. Just under one-third (32%, n=6) had nine to twelve years of formal education and five percent (n=1) had thirteen or more years. One-half (n=10) of those who used community services were British; twenty percent (n=4) were from other European backgrounds. Widowed respondents (53%, n=10) used community services most frequently. One-third (n=7) of the users had six or more interfering health conditions; 28% (n=6) had four to five interfering conditions; nineteen percent (n=4) had two to three interfering conditions; nine (n=2) percent had one interfering condition and an additional nine percent (n=2) had no interfering conditions.

The users of community services were compared with the non-users by age, sex, number of interfering health conditions, years of formal education, ethnic background, marital status and monthly income, number of living mates, and number of children. The significant discriminating factors was age.

An increase in the respondents' age was found to accompany an increase in the use of community services. Table 16 shows that two percent (n=8) of the respondents aged 62 to 74 used community services compared to eight percent (n=5) of those aged 85+. It is noteworthy that the most significant increase in use occurred after the respondents reached the age of 84.

The type of assistance for which community services were sought varied considerably by activity. Table 17 shows that community services were most frequently used for activities of personal care including bathing (26%, n=6), and taking medication (9%, n=7). Eight percent (n=8) of the assistance with light housework was provided by community services. Community services were least often used for activities outside of the home such as yardwork, shopping, going out of doors, banking, paying bills and financial assistance.

The use of specific community services was obtained through the second set of questions. The respondents were asked to indicate their use over a twelve month period of Visting Nurses (public health or VON); Visiting or Red Cross Homemakers, Home Care, Meals on Wheels or a Friendly Visiting Service. When asked about the use of these specific services the number of respondents who reported using these services far exceeded the number of respondents who claimed to use community services for assistance with day to activities. The number and percentage of respondents who used these specific services are listed below:

	(N)	%
Visiting Nurses	(66)	8
Visiting Or Red Cross Homemakers	(33)	4
Home Care	(15)	2
Meals on Wheels	(11)	1
Friendly Visiting	(6)	1

Ten percent (n=84) of the respondents used at least one of these services; six percent (n=54) used one service; two percent (n=16) used two services; one percent (n=12) used three services and one percent (n=2) used four or more services. The use of these services varied considerably across geographical areas. As shown below, the respondents in Toronto least frequently used the services and those in Sault Ste. Marie/Windsor used them most often.

NUMBER AND PERCENTAGE OF RESPONDENTS WHO USED THE SERVICES OF VISITING NURSES, VISITING OR RED CROSS HOMEMAKERS, HOME CARE, MEALS ON WHEELS, FRIENDLY VISITING:

	(N)	%
Penetanguishene/Brockville	(17)	12
Cookstown/Athens/Bruce Mines	(13)	8
Sault Ste. Marie/Windsor	(35)	13
Toronto	(19)	7

A profile of the service users reveals that the majority (65%, n=54) were women and most (52%, n=43) were between the ages of 62 and 74. Almost one-fifth (19%, n=16) were aged 85 and over. The users of these services were primarily widowed (52%, n=44). One-third (n=28) were married; six percent (n=5) were single and six percent (n=5) were divorced/separated.

The largest proportion (48%, n=40) of these community service users were British; sixteen percent (n=13) were French; eleven percent (n=9) were other Europeans; eight percent (n=7) were Canadians and seven percent (n=6) were Jewish.

Fifty-three percent (n=34) of the users had monthly incomes between $400-599. Over one-third (n=28) had monthly incomes which fell between $600 and 799; fifteen percent (n=12) had monthly incomes exceeding $999.

The persons who received the services had a mean of four interfering health conditions. Seventy-four percent (n=67) of the persons in this group reported two or more interfering conditions.

The persons who used the services of Visiting nurses, Visiting homemakers, Meals on Wheels, Home Care and Friendly Visiting were compared to those who did not use the services. Differences in age, marital status, number of interfering health conditions, and number of living mates were found between these groups. No differences in the use of services were found between the respondents who had children and those who did not.

Table 18 shows that as the age of the respondents increased they were more likely to use these services. Fully 25% (n=16) of the respondents aged 85+ used the services compared to five percent of the respondents under the age of 75.

The persons who were divorced/separated or widowed used the services more frequently than the single or married respondents. Table 19 illustrates that sixteen percent (n=44) of the widowed respondents and fifteen percent (n=5) of the divorced/separated respondents used the services compared to six percent (n=28) of the married respondents and eight percent (n=5) of the single respondents.

Use of the services was greater among persons who had a larger number of interfering health conditions. Over one-quarter (26%) of the respondents with six or more interfering conditions used the services compared to three percent (n=7) of the respondents with no interfering conditions. (See Table 20).

The respondent who lived alone were over twice as likely to use community services as the respondents who lived with others. Table 21 illustrates that those who used community services comprised seventeen percent (n=42) of the respondents who lived alone compared to seven percent (n=42) of those who lived with others.

4. SUGGESTIONS FOR SERVICES

An attempt was made to solicit information on the type of services the respondents felt were needed in their community. The question was posed as such:

> "To Assist Us In Planning, What Services Would You Like to Have Available To Help You At Home Or Do You Feel Would Be Helpful To Other Senior Citizens In The Community."

Table 22 provides the responses to this question. Forty percent (n=258) of the respondents did not have any suggestions. Seven percent (n=45) said improved transportation services were needed in their area and an additional seven percent (n=46) stated the requirement for services geared to home or yard maintenance. Six percent (n=36) reported the need for homemaker/housekeeper services.

Some differences were found among areas in the suggestions made. It must be noted that the largest proportion of respondents in each community did not have any suggestions. Consequently, the number of persons who suggested specific services is relatively small. Table 23 illustrates that in the rural communities, the suggestions voiced most frequently were improved transportation (13%, n=14), followed by homemaker/housekeeping (7%, n=7) and home/yard maintenance services (6%,n=6). In Penetanguishene/Brockville the proportion of respondents who indicated the need for improved transportation was less than half the proportion in the rural areas. Table 24 shows that home/yard maintenance services were requested by the largest number of respondents (7%, n=8).

In Sault Ste. Marie/Windsor, the service suggested most frequently was improved transportation (6%, n=13) Table 25 shows that a minimum of five percent of the respondents stated the need for home/yard maintenance services (6%, n=12) and homemaker/housekeeping services (5%, n=11).

In Toronto, the service requested by the largest number of respondents was home/yard maintenance (10%, n=20) followed by shopping services (8%, n=16). Table 26 illustrates that similar to the suggestions made in the other areas, in Toronto, homemaker/housekeeping services (6%, n=12) and improved transportation (5%, n=11) were seen as necessary by over four percent of the respondents.

5. CONCLUSION

This paper focused on the potential and actual use of community services by the 846 older respondents interviewed for the USCO survey. The findings revealed a number of discrepancies between potential and actual use.

When presented with seven hypothetical situations in which some type of assistance would be required, 44 percent of the respondents said they would turn to community services in at least one instance.

When the respondents were asked about their receipt of assistance with 22 activities including activities in the home like light house work, activities outside of the home like shopping and personal care activities like bathing, five percent of the respondents who received assistance claimed to have used community services. Community services were used most often by those requiring assistance with bathing (26%) and/or light housekeeping (8%).

Although five percent of the respondents who received assistance with day to day activities reported help from community services, ten percent of the respondents said they received the assistance of Visiting Nurses, Visiting or Red Cross Homemakers, Meals on Wheels, Home Care or Friendly Visiting, when asked about these services directly.

The paper has examined correlates of service utilization. A number of demographic characteristics discriminated among groups. Caution must be advised, however, in interpreting the results in light of the small number of respondents who used the services.

Differences in the utilization of services were found across areas. The most frequent use was in Sault Ste. Marie/Windsor and the least frequent use was found in the rural areas and Toronto. To fully comprehend the relationship between geopraphical area and service use, these findings should be juxtaposed against the availability of services in each area.

Service use in this study was found to be associated with age, marital status, number of interfering health conditions and number of living mates. Interestingly, number of children was not an important predictor of service utilization, even though children provide the bulk of assistance for older persons. As well, no significant differences in service use were found when differences in number of years of formal education, sex, number of children, ethnic background or monthly income were measured.

Three to ten percent of the respondents in the total sample used community services. To more fully understand the implication of this use, information is required on the availability of services in each community and the awareness of the available services. In other studies that have been conducted on service use, the findings indicate that older persons use services selectively (Silverstein, 1984). The level of need does not dictate level of service utilization. Silverstein points out that persons with the same requirements do not necessarily seek or receive the same services.

In this study it was found that the persons most likely to use community services could be distinguished, in part, by some demographic characteristics. Silverstein maintains that a very significant factor determining service use is the information the older persons have of the services available. She claims that the information available to older persons about specific services is seldom examined. With the recognition that knowledge is a critical determinant of utilization (Lind, 1978), Silverstein studied the role of the information process in the use of services. She found that the information process acts as a significant intervening variable between the older persons and service use. As well, she discovered that the informal network is as effective as the media in the delivery of information on services and far more effective than information issued by the services themselves. The informal network, she suggested, can be a viable means for tapping into the formal network. Krout (1983) in another study argued that "...the degree of interaction with informal supports may indeed be significantly related to community service usage (p. 10)".

This study has provided us with data on the demographic factors associated with both potential and actual service use. This data allows us to better understand who uses the services and for what activities. Where services are not used, the lack of need cannot automatically be assumed. The determinants of service use are complex, non-use does not necessarily mean the absence of awareness.

This study has helped to fill an important gap in the literature on service utilization in Ontario. Systematic documentation is still required on the availabilty of services by community and the information persons have of the services. The information gathered in this study coupled with data on availabiltiy and awareness is needed to equip planners and service providers with information necessary to design, develop and operate programs that meet the requirements of selected target populations and to make the most effective use of limited resources.

TABLE 1: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY HAD AN ACCIDENT AND NEEDED SOMEONE TO BATHE THEM EVERY DAY

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Spouse	(256)	30
COMMUNITY SERVICES	(235)	28
Child	(160)	19
Neighbour/Friend	(54)	6
Don't Know	(40)	5
Other Relative	(44)	5
Brother/Sister	(27)	3
Other	(19)	2
No One	(5)	1
Hired Help	(3)	1
Total*	(843)	100

*3 Missing Observations

TABLE 2: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY HAD A PROBLEM WITH THE OLD AGE SECURITY CHEQUE AND FELT THEY NEEDED HELP DEALING WITH THE AGENCY

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Child	(226)	27
COMMUNITY SERVICES	(182)	22
Contact Agency Itself	(96)	11
Spouse	(77)	9
Other Family	(56)	7
Don't Know	(54)	6
Paid Help	(52)	6
Politician	(39)	5
Neighbour/Friend	(34)	4
Other	(27)	3
Total*	(843)	100

*3 Missing Observations.

TABLE 3: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY BECAME SERIOUSLY ILL WITH THE FLU FOR A WEEK AND NEEDED SOMEONE TO HELP TAKE CARE OF THEM AT HOME

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Spouse	(334)	40
Child	(202)	24
COMMUNITY SERVICES	(94)	11
Other Family	(85)	10
Neighbour/Friend	(72)	9
Other	(57)	6
Total*	(844)	100

*2 Missing Observations

TABLE 4: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY NEEDED HELP TO GET TO A DOCTOR'S OFFICE OR CLINIC

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Child	(271)	32
Neighbour/Friend	(170)	20
Spouse	(157)	19
Taxi	(91)	11
Other Relative	(40)	5
Other	(47)	5
COMMUNITY SERVICES	(38)	4
Brother/Sister	(31)	4
Total*	(845)	100

*1 Missing Observation

TABLE 5: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY DID NOT HAVE ENOUGH MONEY TO COVER A LARGE BILL AND NEEDED HELP

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Child	(358)	43
Bank	(88)	11
Don't Know	(82)	10
Spouse	(75)	9
Brother/Sister	(65)	8
Other	(52)	5
Neighbour/Friend	(31)	4
COMMUNITY SERVICES	(31)	4
No One	(33)	4
Other Family	(16)	2
Total*	(831)	100

*15 Missing Observations

TABLE 6: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY WERE UPSET, NERVOUS, OR DEPRESSED AND NEEDED SOME HELP

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Child	(284)	34
Spouse	(220)	26
Neighbour/Friend	(86)	10
Other Family	(79)	9
Brother/Sister	(51)	6
Physician	(43)	5
No One	(22)	3
Don't Know	(26)	3
Church	(18)	2
COMMUNITY SERVICES	(11)	1
Other	(5)	1
Total*	(845)	100

*1 Missing Observation

TABLE 7: NUMBER AND PERCENTAGE OF RESPONDENTS BY THE PERSON/AGENCY THEY WOULD SEEK IF THEY RAN OUT OF FOOD, IT WAS SNOWING AND THEY NEEDED HELP TO GET TO THE GROCERY STORE

PERSON/AGENCY THEY WOULD SEEK FOR ASSISTANCE	(N)	%
Child	(293)	35
Neighbour/Friend	(255)	30
Spouse	(102)	12
Other Family	(71)	8
Store Delivery Person	(38)	5
Brother/Sister	(21)	3
Don't Know	(13)	2
COMMUNITY SERVICES	(11)	1
Taxi	(11)	1
No One	(10)	1
Other	(8)	1
Police	(7)	1
Total*	(840)	100

*6 Missing Observations

TABLE 8:

NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY HAD AN ACCIDENT AND NEEDED SOMEONE TO BATHE THEM EVERY DAY BY AREA

SERVICES TO BE SOUGHT	PENETANG/BROCKVILLE		S.S.MARIE/WINDSOR		TORONTO		COOKS./ATH./ BRUCE MINES	
	(N)	%	(N)	%	(N)	%	(N)	%
COMMUNITY SERVICES	(37)	25	(74)	28	(71)	27	(41)	25
Other	(111)	75	(190)	72	(193)	73	(126)	75
Total	(148)	100	(264)*	100	(264)*	100	(167)*	100
			*1 Missing Observation		*1 Missing Observation		*1 Missing Observation	

TABLE 9: NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY HAD A PROBLEM WITH THE OLD AGE SECURITY CHEQUE AND FELT THEY NEEDED HELP DEALING WITH THE AGENCY BY AREA

SERVICES TO TO BE SOUGHT	PENETANG/BROCKVILLE (N)	%	S.S. MARIE/WINDSOR (N)	%	TORONTO (N)	%	COOKS./ATH./ BRUCE MINES (N)	%
COMMUNITY SERVICES	(21)	14	(58)	22	(19)	7	(33)	20
OTHER	(127)	82	(206)	78	(244)	93	(135)	80
TOTAL	(148)	100	(264)*	100	(263)	*100	(168)	100

*1 Missing Observation

*2 Missing Observations

TABLE 10:

NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY BECAME SERIOUSLY ILL WITH THE FLU FOR A WEEK AND NEEDED SOMEONE TO HELP TAKE CARE OF THEM AT HOME BY AREA

SERVICES TO BE SOUGHT	PENETANG/BROCKVILLE		S.S. MARIE/WINDSOR		TORONTO		COOKS./ATH./ BRUCE MINES	
	(N)	%	(N)	%	(N)	%	(N)	%
COMMUNITY SERVICES	(18)	12	(31)	12	(30)	11	(15)	9
Other	(130)	88	(233)	88	(234)	89	(153)	91
Total	(148)	100	(264)*	100	(264)*	100	(168)	100

*1 Missing Observation

*1 Missing Observation

TABLE 11:

NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY NEEDED HELP TO GET TO A DOCTOR'S OFFICE OR CLINIC BY AREA

SERVICES TO BE SOUGHT	PENETANG/BROCKVILLE		S. S. MARIE/WINDSOR		TORONTO		COOKS./ATH./ BRUCE MINES	
	(N)	%	(N)	%	(N)	%	(N)	%
COMMUNITY SERVICES	(6)	4	(10)	4	(20)	8	(2)	1
Other	(142)	96	(255)	96	(244)	92	(166)	99
Total	(148)	100	(265)	100	(264)*	100	(168)	100

*1 Missing Observation

TABLE 12:

NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY DID NOT HAVE ENOUGH MONEY TO COVER A LARGE BILL AND NEEDED HELP BY AREA

SERVICES TO BE SOUGHT	PENETANG/BROCKVILLE		S.S. MARIE/WINDSOR		TORONTO		COOKS./ATH./ BRUCE MINES	
	(N)	%	(N)	%	(N)	%	(N)	%
COMMUNITY SERVICES	(8)	6	(14)	5	(7)	3	(5)	3
Other	(140)	94	(243)	95	(255)	97	(163)	97
Total	(148)	100	(257)*	100	(262)*	100	(168)	100

*8 Missing Observations

*3 Missing Observations

TABLE 13:

NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY WERE UPSET, NERVOUS OR DEPRESSED AND NEEDED SOME HELP BY AREA

SERVICES TO BE SOUGHT	PENETANG/BROCKVILLE		S.S. MARIE/WINDSOR		TORONTO		COOKS./ATH./ BRUCE MINES	
	(N)	%	(N)	%	(N)	%	(N)	%
COMMUNITY SERVICES	(3)	2	(13)	5	(4)	2	(8)	5
Other	(145)	98	(252)	95	(260)	98	(160)	95
Total	(148)	100	(265)	100	(264)*	100	(168)	100

*1 Missing Observation

TABLE 14:

NUMBER AND PERCENTAGE OF RESPONDENTS BY WHETHER THEY WOULD SEEK COMMUNITY SERVICES IF THEY RAN OUT OF FOOD, IT WAS SNOWING AND THEY NEEDED HELP TO GET TO THE GROCERY STORE BY AREA

SERVICES TO BE SOUGHT	PENETANG/BROCKVILLE		S.S. MARIE/WINDSOR		TORONTO		COOKS./ATH./ BRUCE MINES	
	(N)	%	(N)	%	(N)	%	(N)	%
COMMUNITY SERVICES	(7)	5	(4)	2	(5)	2	(2)	1
Other	(141)	95	(257)	98	(258)	98	(166)	99
Total	(148)	100	(261)*	100	(263)*	100	(168)	100

*4 Missing Observations

*2 Missing Observations

TABLE 15: MARITAL STATUS OF RESPONDENTS BY WHETHER THEY INDICATED THEY WOULD CONTACT COMMUNITY SERVICES FOR ASSISTANCE

(NUMBER AND PERCENTAGE)

SERVICES TO BE SOUGHT	MARITAL STATUS							
	SINGLE		MARRIED		WIDOWED		DIVORCED/ SEPARATED	
	(N)	%	(N)	%	(N)	%	(N)	%
OTHER	(19)	32	(294)	63	(139)	51	(12)	36
COMMUNITY SERVICES	(41)	68	(173)	37	(134)	49	(21)	64
TOTAL*	(60)	100	(467)	100	(273)	100	(22)	100

*3 Missing Observations

Chi Square = 31.54 $P < .01$

TABLE 16: AGE GROUP OF RESPONDENTS BY WHETHER THEY USED COMMUNITY SERVICES

(NUMBER AND PERCENTAGE)

	AGE GROUP					
	62 - 74		75 - 84		85 +	
	(N)	%	(N)	%	(N)	%
NO COMMUNITY SERVICES USED	(495)	98	(268)	97	(59)	92
COMMUNITY SERVICES USED	(8)	2	(8)	3	(5)	8
TOTAL*	(503)	100	(276)	100	(64)	100

*3 Missing Observations

Chi Square = 9.33 $P < .01$

TABLE 17: NUMBER AND PERCENTAGE OF RESPONDENTS WHO RECEIVED THE ASSISTANCE OF COMMUNITY SERVICES BY ACTIVITY

	(N)	%	TOTAL* (N)	%
ACTIVITIES IN THE HOME				
Light Housework	(8)	8	(99)	100
Heavy Housework	(4)	2	(214)	100
Making a Cup of Tea	-	-	(20)	100
Meal Preparation	(2)	1	(40)	100
Laundry	(2)	2	(85)	100
House Repairs	-	-	(110)	100
Climbing Stairs	-	-	(24)	100
Mobility at Home	-	-	(9)	100
Using the Telephone	-	-	(20)	100
Mending	-	-	(26)	100
ACTIVITIES OUTSIDE OF THE HOME				
Yard Work	(1)	.004	(235)	100
Shopping	(1)	.01	(133)	100
Going Out in Good Weather	-	-	(24)	100
Going Out in Bad Weather	-	-	(59)	100
Banking	-	-	(65)	100
Paying Bills	-	-	(120)	100
Financial Assistance	-	-	(21)	100
PERSONAL				
Getting In and Out Bed	-	-	(10)	100
Bathing	(6)	26	(23)	100
Dressing	-	-	(9)	100
Cutting Toenails	(7)	9	(77)	100
Taking Medication	(2)	11	(17)	100

*Total number of persons who received assistance with each activity

TABLE 18: AGE GROUP OF RESPONDENTS BY USE OF FIVE COMMUNITY SERVICES*

(NUMBER AND PERCENTAGE)

	AGE GROUP					
	62 - 74		75 - 84		85 +	
	(N)	%	(N)	%	(N)	%
Did Not Use Services	(479)	95	(233)	84	(48)	75
Used Services	(24)	5	(43)	16	(16)	25
TOTAL**	(503)	100	(276)	100	(64)	100

Chi Square = 41.37 $P < .01$

**3 Missing Observations

* Visting nurses (public health or VON); Visting or Red Cross Homemakers, Home Care, Meals on Wheels, and Friendly Visiting Service

TABLE 19: MARITAL STATUS OF RESPONDENTS BY USE OF FIVE COMMUNITY SERVICES*

(NUMBER AND PERCENTAGE)

	MARITAL STATUS							
	SINGLE		MARRIED		WIDOWED		DIVORCED/ SEPARATED	
	(N)	%	(N)	%	(N)	%	(N)	%
Did Not Use Services	(55)	92	(447)	94	(231)	84	(28)	85
Used Services	(5)	8	(28)	6	(44)	16	(5)	15
TOTAL*	(60)	100	(475)	100	(275)	100	(33)	100

*3 Missing Observations

Chi Square = 21.51 $P < .01$

* Visting nurses (public health or VON); Visting or Red Cross Homemakers, Home Care, Meals on Wheels, and Friendly Visiting Service

TABLE 20: NUMBER OF INTERFERING HEALTH CONDITIONS OF RESPONDENTS BY USE OF FIVE COMMUNITY SERVICES*

(NUMBER AND PERCENTAGE)

	NUMBER OF INTERFERING HEALTH CONDITIONS									
	0		1		2 - 3		4 - 5		6+	
	(N)	%	(N)	%	(N)	%	(N)	%	(N)	%
Did Not Use Services	(242)	97	(152)	94	(194)	90	(90)	86	(84)	74
Used Services	(7)	3	(10)	6	(22)	10	(15)	14	(30)	26
TOTAL	(249)	100	(162)	100	(216)	100	(105)	100	(114)	100

Chi Square = 53.13 $P < .01$

* Visting nurses (public health or VON); Visting or Red Cross Homemakers, Home Care, Meals on Wheels, and Friendly Visiting Service

TABLE 21: THE RESPONDENTS' USE OF FIVE COMMUNITY SERVICES* BY WHETHER THEY LIVED ALONE OR WITH OTHERS

(NUMBER AND PERCENTAGE)

	LIVED ALONE		LIVED WITH OTHERS	
	(N)	%	(N)	%
Did Not Use Services	(211)	83	(551)	93
Used Services	(42)	17	(42)	7
TOTAL	(253)	100	(593)	100

Chi Square = 16.92 $P < .01$

* Visting nurses (public health or VON); Visting or Red Cross Homemakers, Home Care, Meals on Wheels, and Friendly Visiting Service

TABLE 22: RESPONSES OF TOTAL SAMPLE TO QUESTION:

"TO ASSIST US IN PLANNING, WHAT SERVICES WOULD YOU LIKE TO HAVE AVAILABLE TO HELP YOU AT HOME OR DO YOU FEEL WOULD BE HELPFUL TO OTHER SENIOR CITIZENS IN THE COMMUNITY?"

	(N)	%
Don't Know	(258)	40
Home/Yard Maintenance	(46)	7
Improved Transportation	(45)	7
Homemaker/Housekeeping	(36)	6
Information Services	(19)	3
Friendly Visiting Services	(19)	3
Assistance with Personal Care	(17)	3
Security Checks	(15)	2
Meal Preparation	(11)	2
Other (Misc.)	(179)	27
Total*	(645)	100

*201 Missing Observations

TABLE 23: RESPONSES OF INTERVIEWEES IN COOKSTOWN, ATHENS AND BRUCE MINES TO QUESTION - "TO ASSIST US IN PLANNING, WHAT SERVICES WOULD YOU LIKE TO HAVE AVAILABLE TO HELP YOU AT HOME OR DO YOU FEEL WOULD BE HELPFUL TO OTHER SENIOR CITIZENS IN THE COMMUNITY?"

	(N)	%
Don't Know	(44)	41
Improved Transportation	(14)	13
Homemaker/Housekeeping	(7)	7
Home/Yard Maintenance	(6)	6
Housing Facility	(5)	5
Assistance with Personal Care	(2)	2
Other (Misc.)	(30)	29
Total*	(108)	100

*60 Missing Observations

TABLE 24: RESPONSES OF INTERVIEWEES IN PENETANGUISHENE/ BROCKVILLE TO QUESTION - "TO ASSIST US IN PLANNING, WHAT SERVICES WOULD YOU LIKE TO HAVE AVAILABLE TO HELP YOU AT HOME OR DO YOU FEEL WOULD BE HELPFUL TO OTHER SENIOR CITIZENS IN THE COMMUNITY?"

(NUMBER AND PERCENTAGE)

	(N)	%
Don't Know	(55)	47
Home/Yard Maintenance	(8)	7
Improved Transportation	(7)	6
Homemaker/Housekeeping	(6)	5
Information Services	(6)	5
Financial Assistance	(4)	3
Housing Facility	(4)	3
Assistance with Personal Care	(4)	3
Friendly Visiting Services	(4)	3
Other (Misc.)	(23)	12
TOTAL*	(117)	100

*31 Missing Observations

TABLE 25: RESPONSES OF INTERVIEWEES IN SAULT STE. MARIE/ WINDSOR TO QUESTION: "TO ASSIST US IN PLANNING, WHAT SERVICES WOULD YOU LIKE TO HAVE AVAILABLE TO HELP YOU AT HOME OR DO YOU FEEL WOULD BE HELPFUL TO OTHER SENIOR CITIZENS IN THE COMMUNITY?"

(NUMBER AND PERCENTAGE)

	(N)	%
Don't Know	(103)	48
Improved Transportation	(13)	6
Home/Yard Maintenance	(12)	6
Homemaker/Housekeeping	(11)	5
Assistance with Personal Care	(8)	4
Friendly Visiting Services	(7)	3
Security Checks	(7)	3
Meal Preparation	(5)	2
Information Services	(4)	2
Housing Facility	(3)	1
Financial Assistance	(3)	1
Shopping Assistance	(2)	1
Other (Misc.)	(39)	18
TOTAL*	(217)	100

*48 Missing Observations

TABLE 26: RESPONSES OF INTERVIEWEES IN TORONTO TO QUESTION: "TO ASSIST US IN PLANNING, WHAT SERVICES WOULD YOU LIKE TO HAVE AVAILABLE TO HELP YOU AT HOME OR DO YOU FEEL WOULD BE HELPFUL TO OTHER SENIOR CITIZENS IN THE COMMUNITY?"

(NUMBER AND PERCENTAGE)

	(N)	%
Don't Know	(56)	28
Home/Yard Maintenance	(20)	10
Shopping	(16)	8
Homemaker/Housekeeping	(12)	6
Improved Transportation	(11)	5
Information Services	(9)	4
Friendly Visiting Services	(8)	4
Security Checks	(7)	3
Housing Facility	(6)	3
Meal Preparation	(5)	3
Other (Misc.)	(53)	26
TOTAL*	(203)	100

*62 Missing Observations

APPENDIX

OTHER PAPERS IN USCO SERIES

The data which was gathered in the USCO survey provides base line information on the living situation of senior citizens who are not living in institutions in the province of Ontario. The volume and comprehensiveness of the data demanded separate analysis to allow for clear and complete information regarding the association between variables. A series of papers resulted with each paper having a particular emphasis.

Within the series, seven papers are issue oriented:

1. Elderly Residents in Ontario: Their Health Status and Use of the Health Care System.
2. Elderly Residents in Ontario: Social Contacts, Providers of Assistance and Requests for Additional Assistance.
3. Elderly Residents in Ontario: Their Participation as Volunteers and Their Interest in Volunteerism.
4. Elderly Residents in Ontario: Their Use of Transportation.
5. Elderly Residents in Ontario: Their Potential and Actual Use of Community Services.
6. Elderly Residents in Ontario: Their Current Housing Situation and Their Interest in Various Housing Options.
7. Elderly Residents in Ontario: Their Participation in Leisure Activities and The Barriers to Their Participation.

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8. Elderly Residents in Ontario: The Experience of Those Who are Childless.
9. Elderly Residents in Ontario: Age Differences With Particular Focus on Persons Aged 85+.
10. Elderly Residents in Ontario: The Experiences of Those Who Are Frail.
11. Elderly Residents in Ontario: Differences by Marital Status With Particular Focus on Those Who Are Single.

12. Elderly Residents in Ontario: Income Group Differences.

13. Elderly Residents in Ontario: Rural-Urban Differences.

The series also includes:

14. Elderly Residents in Ontario: Study Methodology: a paper outlining the background of the study and the research methods employed.

15. Elderly Residents in Ontario: An Overview: a paper summarizing the findings and content of the other fourteen papers in the series.

The intention is that each of the fifteen papers in the series can be studied on its own but, also that the complete series will offer continuity and comprehensive information in an accessible form.

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APPENDIX

GLOSSARY

Chi Square: a test of statistical significance which is used to determine whether variables are independent or related and to also determine the extent to which the relationship is systematic and is not just occuring by chance.

Cleaning: a method by which the data is systematically examined to identify and eliminate inappropriate codes and wild punches (key punching errors).

Coding: a method of transforming information from the interview schedule into a numerical scheme for purposes of data analysis. The codes are subsequently key punched onto a computer card and fed into the computer for analysis.

Community Agency/ Service: all health, social, legal and financial services available in a community and organized under public or voluntary auspices. The services may operate with or without paid staff, and may or may not charge the user for services rendered.

Cross Tabulations: a joint frequency distribution of cases according to two or more classificatory variables. The cross tabulations allow for statistical analysis using a test of significance such as the chi-square test.

Data: the information gathered in the study. In this project it consists of information gathered from the 846 interviews.

Dependent Variable: the outcome or determined condition in a relationship between two or more variables.

Disability: the requirement for assistance or the inability to carry out activities related to day to day living (i.e., housework, meal preparation.)

Frail: reports of three or more disabilities was the basis for defining a person as frail.

Frequencies: descriptive statistics used to organize data. The information is divided into variable categories or intervals and the number of cases in each category is known as the 'frequency' for that variable. The relative frequency is calculated by computing the percentage represented by the number of cases in each variable category.

Friendly Visiting: a community service wherein the individual receives personal visits from another person. This service may be organized under public or voluntary auspices and its purpose is to provide seniors with friendly contact.

G.I.S.: Guaranteed Income Supplement - a federal government supplement given to seniors to ensure that their income is at a specified level.

GAINS-A: Ontario provincial income supplement for senior citizens.

Health Care System: family physicians, specialists, hospitalizations, nursing home or rehabilitation centres.

Home Care: a program of visiting health care services to people in their own homes who meet eligibility criteria as established by the Ontario Ministry of Health.

Independent Variables: the determining condition in a relationship of two or more variables.

Institutional Settings: nursing homes, homes for the aged, chronic care units in general hospitals or chronic care hospitals, special care facilities and mental health facilities.

Instrument: the tool used to gather data; in this case the tool was an interview schedule.

Interfering Health Conditions: health conditions identified by a physician which the respondents consider to interfere with their day to day activities.

Interview Schedule: the questionnaire used by the interviewer to ask questions and record information.

Leisure Activity: an activity which a person participates in by choice and of their own volition; includes recreational activities, hobbies, volunteer work, etc.

Mean ($\bar{X}$): the sum of all the observations divided by the number of observations.

Missing Observations: instances in which the information is not available for a particular question.

Multiple Response: a procedure done on the computer with the use of SPSS whereby a analysis can be done of questions to which the respondents might legitimately make more than one reply.

OARS ADL Scale: specific questions developed for OARS (Older American Resources and Service Program of the Duke University Centre for the Study of Aging and Human Development). The ADL Scale measures the ability of respondents to carry out the activities of daily living (ADLS), (i.e., use of the telephone and meal preparation).

Old Age Security Data Base: a complete listing of all persons aged 62+ who receive the Old Age Security Pension and the Spouse's Allowance.

Paid Help: distinguished from a community service in that it is assistance received which is not organized under public auspices as a service. It is all other assistance for which a fee is paid.

Personal Care Activities: activities such as bathing, dressing and getting in and out of bed.

Pretest: the testing of a research instrument such as a questionnaire or interview schedule prior to actually administering it for a study. The purpose of a pretest is to see how the instrument actually works in the field. The extent to which the questions are understood and the ease with which the instrument is administered is examined.

Previously Married: individuals who were married but are not presently married due to being widowed, divorced or separated.

Random Sample: a process for sample selection in which every element in the population is given an equal chance of being picked.

Represenativeness: the degree to which the study sample represents the population at large. Specific characteristics such as sex and age can be compared to determine the representativeness.

S.D.: a statistic which measures the scatter of a set of data and indicates the extent to which the responses vary around the mean.

SPSS: Statistical Package for the Social Sciences is a system of computer programs for the purpose of data analysis.

Sample: part of the population at large, selected for study.

Sample Frame: the base from which a sample is drawn, i.e., list of names.

Significant Differences: determined through a statistical procedure to establish that the relationship between variables did not occur by chance.

Single: persons who have never been married or are not living common-law.

Social Contacts: visits with friends and family or in person.

Socio-Economic: characteristics frequently used to measure social status such as educational level or income.

Stratified Sample: a sample procedure whereby all individuals are divided into groups or categories (in the case of this study it was communities) and then an independent sample is selected within each group or stratum.)

Supportive Housing Arrangements: a housing arrangement in which some supportive services are available, such as meals, house cleaning.

Tau: Kendal's Tau: a statistic used to measure the association among ordinal data. It summarizes the relationship between variables.

Variable: refers to a particular characteristic of the sample being considered.

Volunteer: a person who gives his/her time to a particular cause or organization without pay.

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